
Emergency Key (ACD)

In the event of an emergency situation, an ACD agent can press the Emergency (EMR) key to establish a No Hold Conference with a supervisor, and begin recording the call. When the key is pressed an EMR message appears on the TTY noting pertinent information.

EMR messages

EMR0100 This message is output to the TTY when an ACD Emergency key is pressed. The message appears in one or more of the following formats:

EMR100 RC L S C U RR MMM

EMR100 AG XXXX YYYY

EMR100 OR L S C U RR MM

Where:

RC = Recording trunk for the emergency recorder

L = Loop for the recording trunk

S = Shelf for the recording trunk

C = Card for the recording trunk

U = Unit for the recording trunk

RR = Recording trunk Route number

MMM = Recording trunk Member number

AG = Agent that pressed the EMR key

XXXX = ACD DN assigned to that agent

YYYY = Agent Position ID (POS ID)OR = The Originator

Prior to X11 Release 14, ACD DN and Position ID digits are shown in reverse order. The character "A" indicates a "0," and the character "0" indicates the end of the number. For example, output "01A4" identifies the ACD DN 401, while the Position ID 5412 would be output as 2145. X11 Release 14 and later output the ACD DN and Position ID as they really exist. ACD DN 301 appears as 301 on the printout.